

Company	VisionTech Pte Ltd
Digital Solution Name & Version Number¹	AI Customer Engagement - Package 5: AICustomerEngagement (Chat)
Appointment Period	20 February 2025 to 19 February 2026
Extended Appointment Period²	20 February 2026 to 19 February 2027

Standard Packaged Solution (ie. Minimum items to be purchased)

Cost Item	Unit Cost (\$)	Unit	Quantity	Subtotal (\$)	Qualifying Cost* (\$)
1) Software This solution is for the purpose of engaging with customers where - Allow for user to communicate with the company 24/7 using whatsapp or telegram - Address any enquiries that the user may have - Arrange for appointment or make payments 1) Software AIEngagement (Chat) Version 1 (1 Whatsapp and 1 Telegram user account) Module includes - Guided journey - Fixed user journey - Manage enquiries - FAQ Knowledge base - SOP / Policies knowledge base - Recommendations - Product tagging - Appointments - In-build calendar - Google or teams calendar - Set reminders - Broadcast - Pre-determined customer group - Pre-determined templates - Customised message templates - Products - Add-to-cart & checkout - Stripe and paynow integration - Data management - Data synchronisation - Support - Hosting maintenance & support - Number of conversations per month: 2,000 - Number of broadcasts per month: 1,000 - Number of words generated per month: 2,000,000		per year	1.00		
2) Hardware Not Applicable					
3) Professional Services Software onboarding		per man day	1.00		
System setup and configuration for lead management and communication channel setup (Whatsapp and telegram)		per man hour	6.00		
FAQ configuration		per man hour	4.00		
UAT and Go Live Support		per man hour	5.00		
4) Training System training		per man hour	4.00		
5) Others Not Applicable					
		Total		\$ 18,000.00	\$ 15,200.00

¹ A higher upgrade of the software version is acceptable, for example solution version 3.x allow anything from 3.0 to 3.99999

² As specified in the Letter of Appointment, IMDA may exercise the option to extend the Appointment Duration for an additional one-year ("Extended Appointment Period")

* Qualifying cost refers to the supportable cost to be co-funded under the grant